

Consignment Procedure

NOTE: *Contract terms supersede these procedures. Always refer to your consignment contract for specific details.*

- 1) Consignor will call to schedule an appointment to drop off work, or will ship items to us.
- 2) Consignor will prepare an inventory of all items to be dropped off including the retail price at which each item will be offered to the public. Consignor will receive 80% of the retail sale price listed on their inventory sheet, and the store will retain 20%. We will prepare hang tags or labels after check in.
- 3) We will review the items with the Consignor and identify each item on the list, adding any descriptive comments necessary to aid later identification. We will review the condition of each item and note any flaws. If the Consignor is aware of any flaws we ask them to list these in advance on their inventory.
- 4) We will sign, date, and photocopy the inventory sheet twice. The original will go in a file for the Consignor, one copy will go in a three ring binder at the sales counter, and the second copy will be given as a receipt to the Consignor.
- 5) We will assign each Consignor a three letter code, usually made up of their initials, unless the Consignor requests otherwise. We will assign an "anniversary date" for each Consignor, which will be the day they first brought in merchandise.
- 6) We will add the Consignor's code to the merchandise labels.
- 7) We will display the Consignor's items where space permits. This may take 24 - 48 hours to rearrange and put things out. We encourage the Consignor to provide business cards or brochures to display in our community center if they would like people to be able to contact them directly. They will receive exposure to a wide variety of people from around the area. Who knows where it could lead?
- 8) When a sale is made, the Consignor's code, a description of the item, and the sales price will be recorded in a sales book. Each week, these sales will be copied to a list of items sold for each Consignor.
- 9) Once a month, we will prepare a list of items sold and will mail a check. If no items have been sold, we will mail a statement to that effect.
- 10) We will not sell the item for less than the retail price provided by the Consignor on the inventory sheet attached to the Consignment Contract. If the Consignor decides to reduce the price, then we will divide the sale as per the Consignment Contract commission rate.
- 11) We will collect and pay sales tax on all retail sales as required by the state.

Removal of Merchandise

- 1) If the Consignor wishes to remove their items, they must allow 72 hours for us to do a final inventory and final accounting of sales.
- 2) We will conduct a final inventory and compare it to the inventory received and the list of items sold and already paid to the Consignor. A final check will be prepared. The Consignor will be paid only for those items that actually sold.
- 3) The Consignor may pick up their merchandise or may make other shipping arrangements with the store. If we agree to ship the items to you, all shipping costs to return items to you will be at your expense.

4) If the store chooses to remove a Consignor's item from display, we will notify the Consignor immediately. Any item removed from display will then be stored until the Consignor can come pick it up, has made other shipping arrangements, or until the end of the consignment Term. There will be no penalty for early removal of pulled items from the consignment agreement.

Lost or Stolen Items

Unfortunately, we cannot insure items that are not the property of the store. We encourage you to insure your items before submitting for consignment. Hopefully our comparatively low consignment rate will help compensate for this inconvenience,

Broken Items

We are not responsible for normal wear and tear that will occur through reasonable handling and display for sale. Cleopatra's Closet declines any responsibility or payment for damage due to "acts of god or goddess" such as fire, flood, etc.